

Our move to a (mostly) digital world – putting it into practice

Airedale NHS Foundation Trust

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Local context

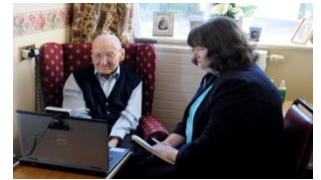


Local context

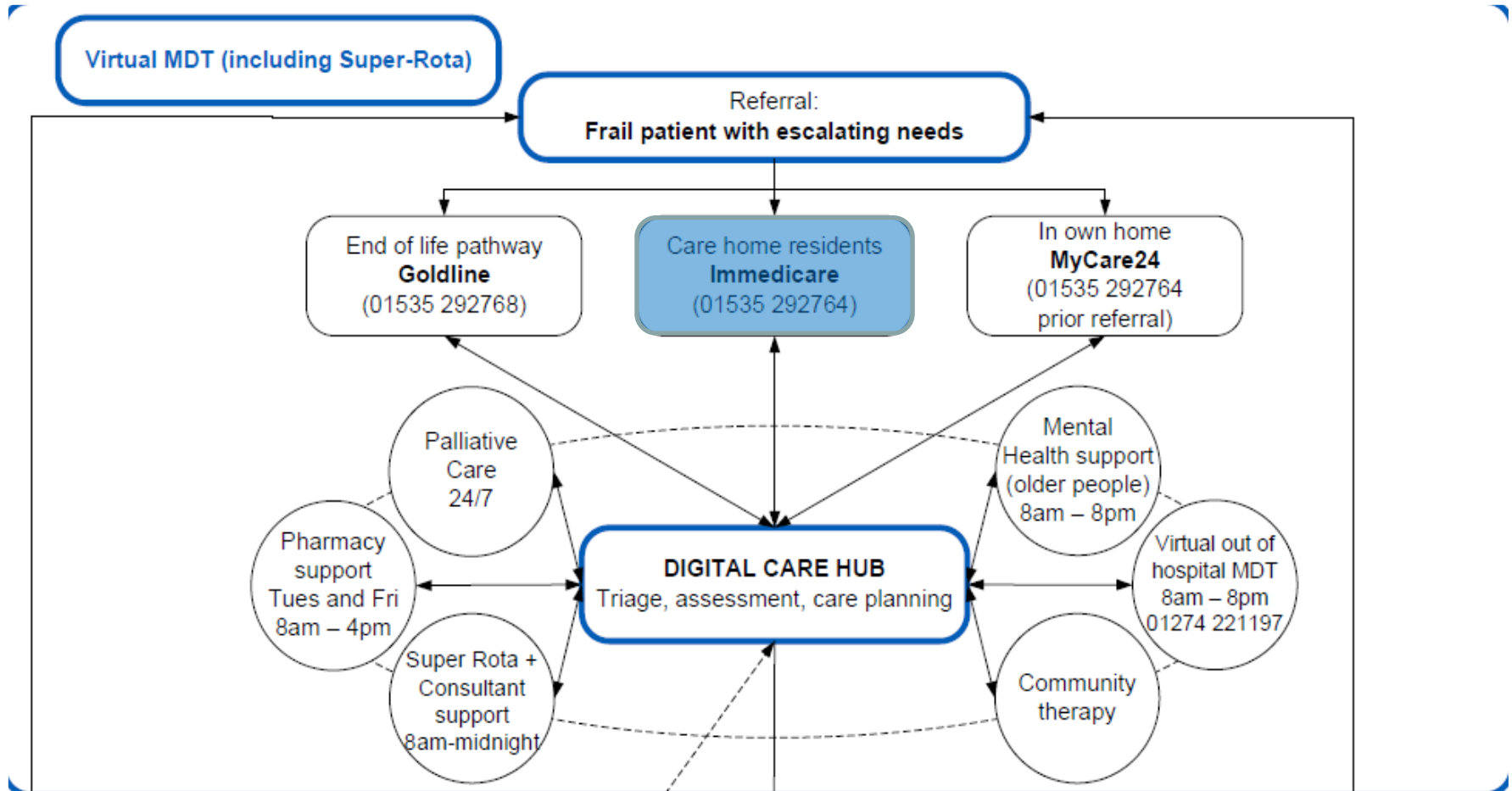


Digital Care Hub

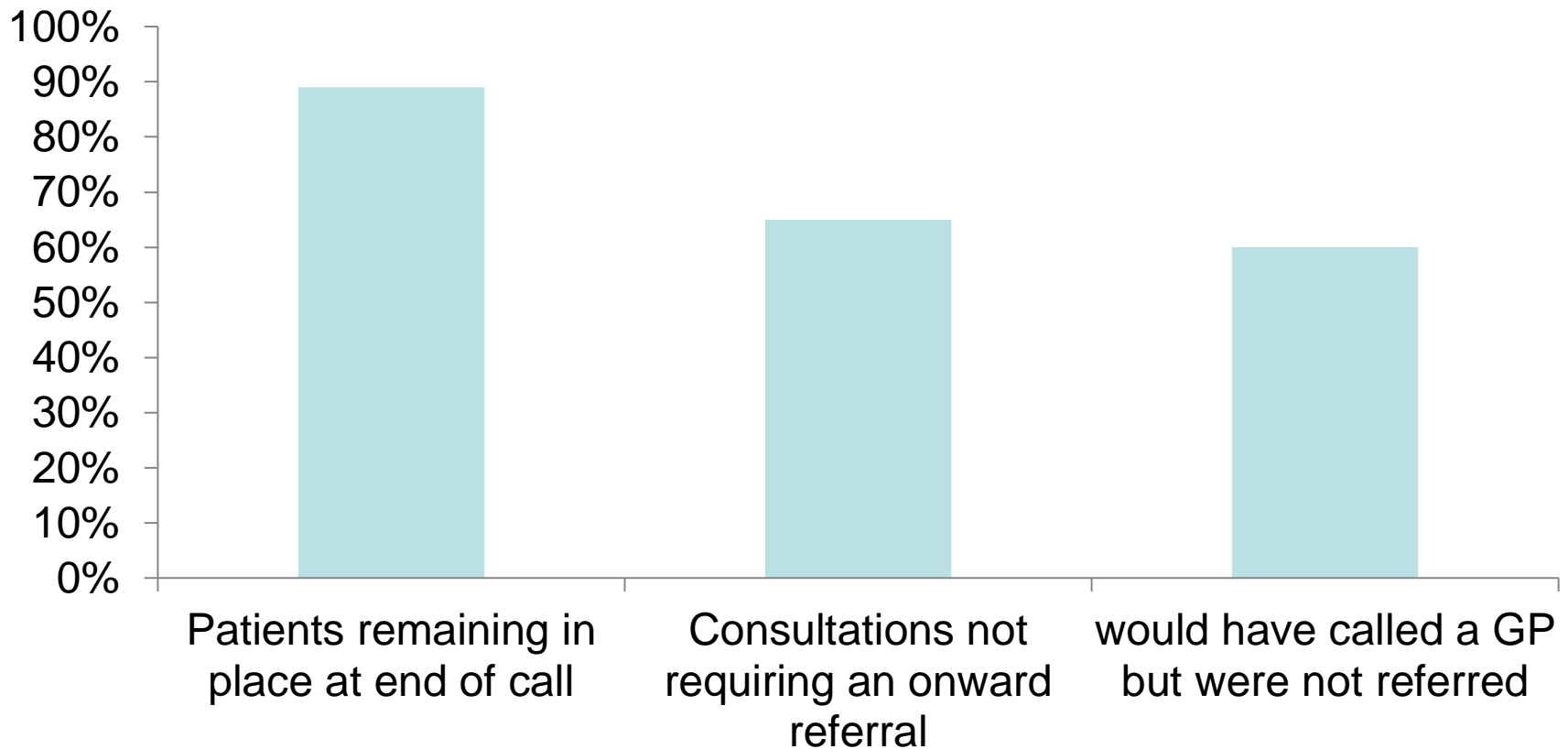
- Established 2011
- Model based on 24/7 telephone and video clinical support
- Shared clinical record – SystemOne
- **Three elements to this we will talk about today:**
 - Immedicare – care home support model. 820 care homes nationally
 - Goldline – End of Life model
 - MyCare24 – care coordination (Parkinson's, Respiratory, Frail elderly)



Immedicare – 24/7 Video Consultation in Care Homes



Immedicare Impact



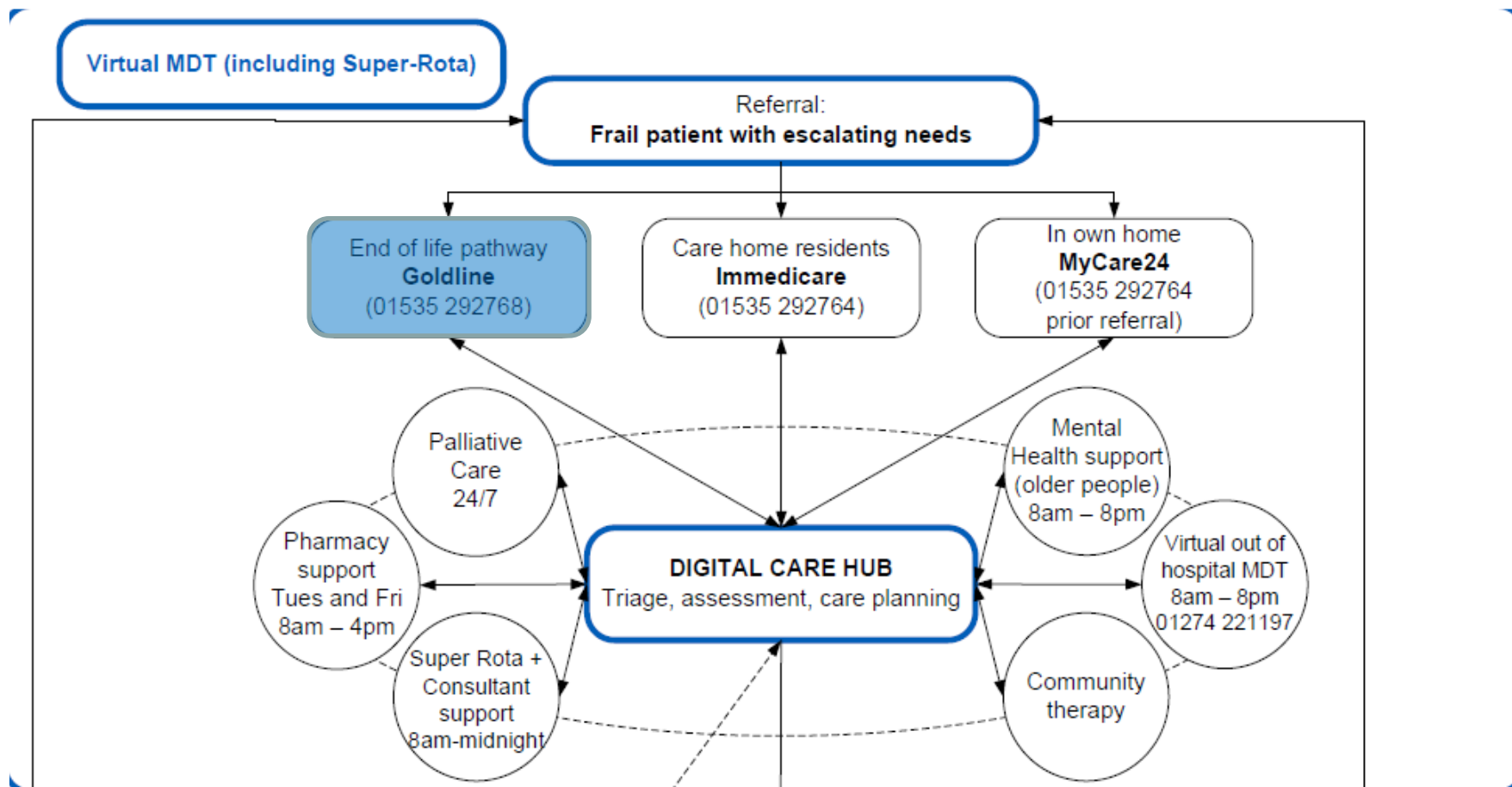
* 88% of residents who made contact with the service require no further contact in subsequent 72 hours

Falls related consultations and safe admission avoidance - a key component of the model

- 12,000 falls-related consultations (70% out-of-hours)
- 80% do not require an ambulance

Of the calls not requiring an ambulance (80%) -

- 92% do not require any onward referrals



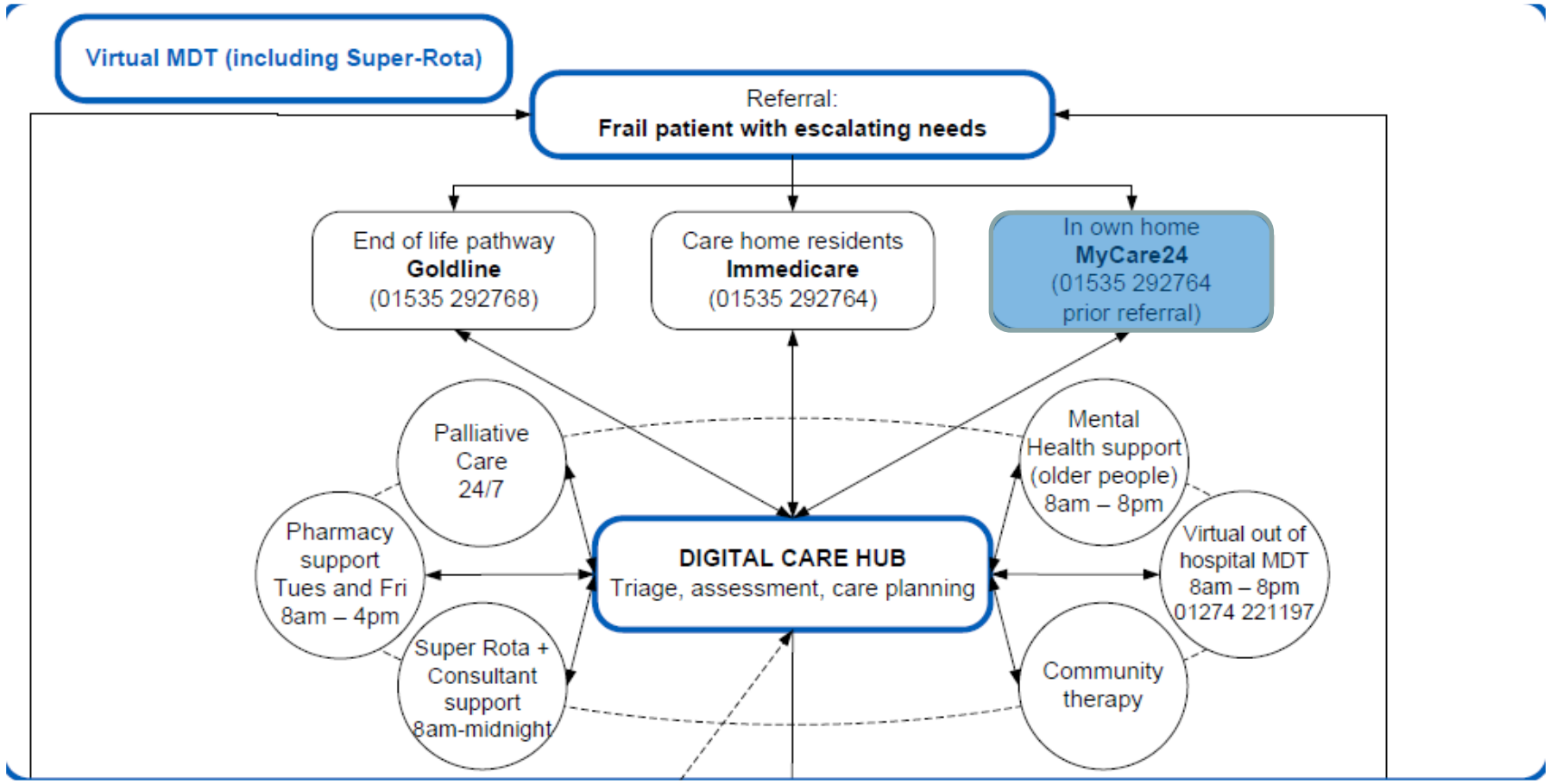
- Electronic referral in SystmOne from any health professional
- Single patient record across primary care, community, local hospice and hospital
- EoL care planning

Place of death	Gold Line (2019/20)	England (March 2018)
Home	31%	23%
Care Home	40%	23%
Hospice	12%	6%
Hospital	17%	46%

- 2,633 Goldline patients died in the year ending March 2020 - 2,630 of these had place of death recorded and available to us

Deaths in usual place of residence (i.e. home or care home) for Gold Line patients = 71% (England = 46%)

MyCare24



MyCare24 – first steps

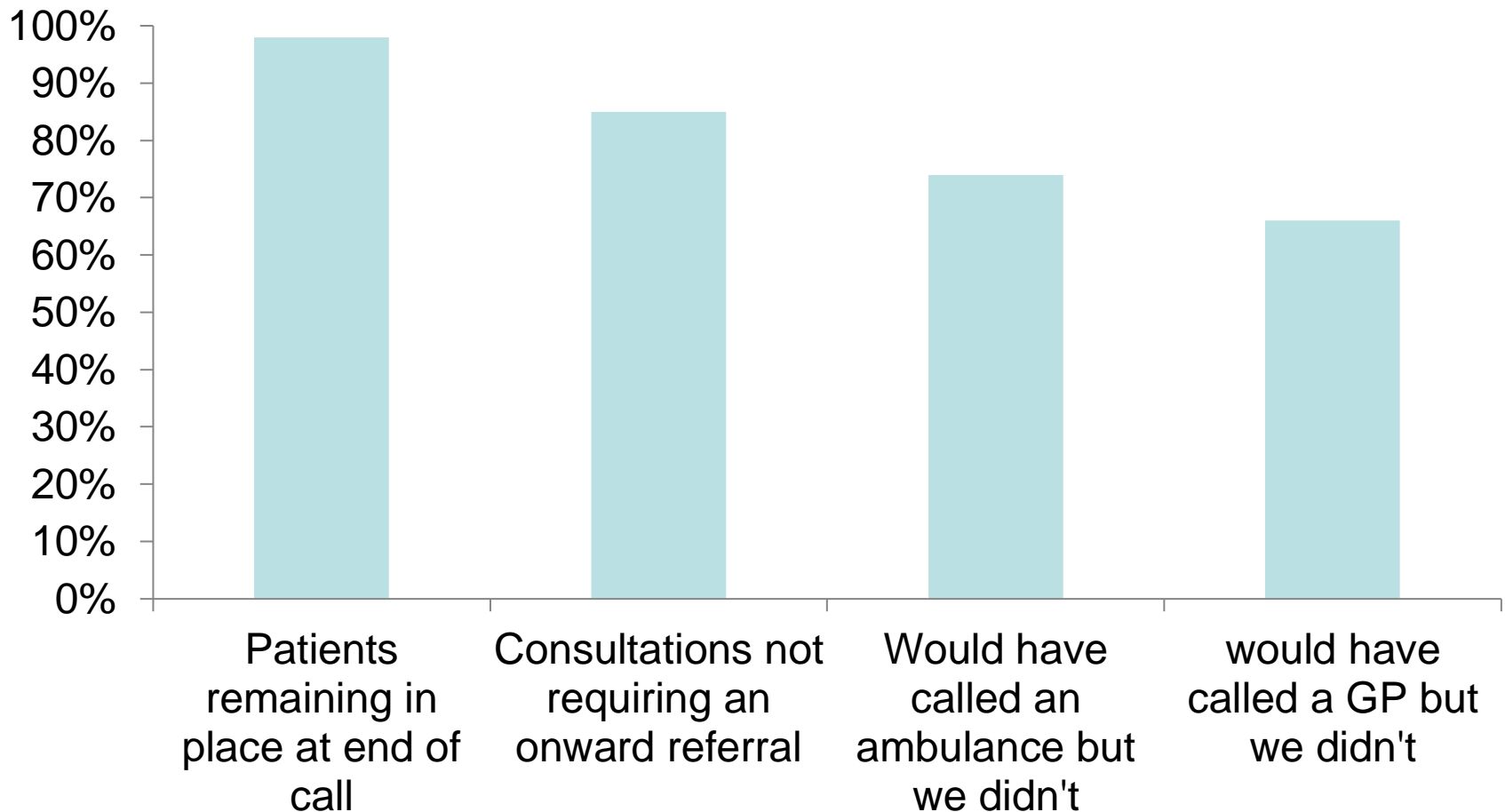
24/7 service

- Reduce admission and ED attendance
- Support safe early discharge
- Reduce demand on primary care and community service

Delivered via:

- Proactive - welfare checks, clinical assessments, medication prompts
- Reactive – patient contacts service for triage/support instead of 111
- Education around self care management
- Sign posting VCS

MyCare24 – first 12 months



What next?

Reset/Restart/Post-Covid



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- Covid urgency has supported a shift in focus and galvanised the system – away from Airedale towards Bradford, District and Craven
- Ongoing funding and widening of super rota to include virtual medical support, pharmacy and mental health input
- Business case to expand MyCare24 as an offer for anyone with frailty
- Build on care coordination to become an multi disciplinary single point of access supporting people to remain at home and safe discharge
- Focus on how this model can support other system asks – crisis response, enhanced care home support

Some things to consider

- We've built an infrastructure and scale behind this over a number of years – however, the principles can be worked to in any team
- Technology isn't the main element – telephone remains a popular and effective choice